

11.02.010 General.

- (1) New or moving customers applying for utility service shall do so at the Utility Business Office; and SHALL complete an "Application for Utility Service"; and SHALL comply with the deposit requirements or creditworthy criteria, as specified herein, before any utility service will be rendered.
- (2) When submitting the "Application for Utility Service", the applicant will be asked for proof of identification (Driver's License preferred). This is necessary to aid in the collection process, if necessary, and to eliminate possible falsification of who is actually living at the service address. The Business Office will make a copy of the proof document and attach it to the application form.
- (3) If the applicant is renting, the Property Owner or Manager SHALL sign the "Landlord Certification" section on the application. The Business Office will sign the application which acknowledges receipt of the completed application and compliance with the policy as stated herein. A copy will then be mailed to the Property Owner or Manager advising that his tenant has applied for utility service. The Application may be presented to the Business Office by the Property Owner or Manager, along with any deposit required, on behalf of the applicant.
- (4) After reviewing the application for completeness, the Business Office will determine the Deposit Requirement, if any, and review computer and/or other records to verify that the applicant has no previous history of being past due and for any previous account balances that may still be due.
- (5) Upon payment of any required cash deposit, a Receipt will be issued to the applicant.
- (6) A copy of this policy will be mailed to each Rental Property Owner or Manager. The Owner/Manager should make the policy available to the applicant and assist the applicant with the completion of the "Application for Utility Service".
- (7) Copies of this policy and the related forms will be available at the Utility Business Office. (Ord. 1998-10, S1, 1998; Ord. 1993-38, S1, 1993; Ord. 1993-20, S1, 1993)